

Quality Policy Statement

Palletline Ltd is committed to the provision of a total quality assured service in meeting statutory requirements, legal requirements and our customers' specified and anticipated needs in an organised and professional manner.

We recognise that simply satisfying our members and their customers is not enough; we must aim to delight them with exceptional service so that they tell their colleagues about us, recommending our services and generating repeat business.

Measurable quality improvement objectives consistent with this policy is maintained. Objectives will be communicated to all personnel, so that they are understood. Progress towards those objectives will be monitored and subject to systematic, periodic review by management.

Palletline regards the ongoing procurement of ISO 9001:2015 as a significant achievement and considers it the minimum standard to which we will work. It is a milestone on our journey to excellence. We are committed to continually improving the effectiveness of the Quality Management System.

Appropriate steps will be taken to ensure that this quality policy is communicated and understood within the organisation.

The Directors and Senior Management will periodically review this policy to ensure its continued suitability.



Graham Leitch
Group Managing Director
Palletline Ltd

Environmental Policy Statement

Palletline Ltd recognise that protection of the environment and the prevention of pollution is of prime importance, is essential to the successful operation of the business, and the well-being of future generations.

To this end, the company is committed to continual environmental improvement and the ongoing prevention of pollution. As such, every reasonably practical effort shall be made to ensure that full and careful consideration is given by the company in assessing the impact of its activities, products and services upon the environment.

Our aim is to be pro-active in conducting the business in a safe, professional and environmentally sound manner.

We shall co-operate fully with external environmental authorities in our commitment to comply with all relevant environmental legislation, regulations & guidelines.

Every employee shall be encouraged to co-operate in our aim to carry out our business without risk to the environment, not just because of the legal obligations, but because it is in everyone's interest that we should work together to achieve this end.

Measurable environmental objectives consistent with this policy shall be established and communicated to all personnel such that they are fully understood. Objectives and targets shall be monitored and subject to systematic, periodic review by management.

Through this statement, the directors and management of Palletline Ltd affirm their commitment to implement this environmental policy in accordance with the requirements of the International Standard BS EN 15014001:2015, to minimise wherever possible, the harmful effects and impact of the business on the environment, and to continually improve the company's environmental performance.

This policy shall be effectively communicated, implemented and maintained at all levels in the organisation. It shall be formally communicated to all persons working for or on behalf of the organisation including those who could cause a significant environmental impact. It shall be made publicly available to any person or party requesting it.



Graham Leitch
Group Managing Director
Palletline Ltd

Health and Safety Policy Statement

We at Palletline Ltd recognise our responsibilities for Health & Safety. We regard the promotion of good Health and Safety measures as a mutual objective for all management and employees at all levels. The Board realises that its employees are their most important asset and will endeavour to ensure the health and safety of all persons at all times, with a commitment to continually improving our health & safety performance.

It is therefore this company's policy to do all that is reasonably practicable to prevent personal injury, ill health and damage to property and to protect everyone including the public from foreseeable work hazards in so far as they come into contact with the company and its services.

To this end, the company have documented and implemented an occupational health & safety management system in accordance with the requirements of the Internationally recognised standard ISO 45001:2018. In particular this company recognises that it has a responsibility to:-

- provide and maintain safe and healthy working conditions for the prevention of work related injury and ill health to fulfil legal and other requirements
- provide information, training and instruction to enable employees to perform their work safely and efficiently
- make available all necessary safety devices and protective equipment and to maintain and supervise their use
- maintain a constant and continuing interest in health & safety matters applicable to the company's activities, consult and participate with workers or their representatives through our health and safety committee

Employees and Visitors, including Depot Drivers also have a duty to co-operate in the operation of this policy by:-

- working efficiently and preventing harm to their fellow workers due to their activities
- using the protective equipment required/provided and by meeting statutory obligations
- reporting incidents that have lead or may lead to injury, no matter how small
- adhering to company procedures, jointly agreed on their behalf, for securing a safe and healthy workplace
- assisting in the investigation of accidents & incidents with the objective of introducing measures to prevent recurrence

Measurable improvement objectives consistent with this policy will be established and communicated to all personnel, so that they are understood. Progress towards those objectives will be monitored and subject to systematic, periodic review by management.

The contents of this policy document will be reviewed annually or more frequently if circumstances change, to ensure that it remains relevant and appropriate to the organisation. This policy shall be effectively communicated, implemented and maintained at all levels in the organisation and shall be made publicly available to any person or party requesting it.



Graham Leitch
Group Managing Director
Palletline Ltd

Energy Policy Statement

Palletline Ltd is committed to maintaining the systems and processes necessary to continually improve energy performance, including energy efficiency, energy use and energy consumption.

Satisfying applicable legal, and other, requirements is the minimum standard to which we operate, and we strive to exceed the needs and expectations of our interested parties through certification to 50001:2018.

We aim to improve our energy performance by setting and reviewing targets and objectives which are geared towards the reduction in energy consumption. We provide adequate resources, and make available the necessary information, to support the achievement of these objectives and targets.

We realise that improvements in energy performance can, and should, be influenced by the procurement of energy efficient products and services, which shall be considered for review during the design of new, modified, and renovated facilities, equipment, systems and energy using processes.

The Directors and Senior Management at Palletline Ltd are committed to the continual improvement of the Energy Management System. This policy will be communicated as required to interested parties and shall be reviewed periodically.



Graham Leitch
Group Managing Director
Palletline Ltd